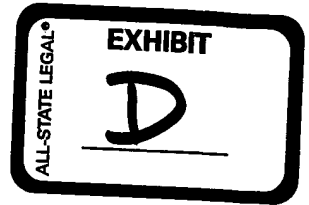




20270 Goldenrod Lane  
Germantown, MD 20876  
Tel. 301.540.5500  
FAX 301.540.5557



February 5, 2003

Mr. Ly K. Peang-Meth  
13601 Teakwood Lane  
Germantown, MD 20874

Re: U.S. Patent Application Serial No. 09/400,320 of John C. Mears et al,  
For "A Contact Center System Capable of Handling Multiple Media  
Types of Contacts and Method for Using the Same"

Dear Mr. Peang-Meth:

While you were an employee of Microlog Corporation, you were involved in the development work that led up to the filing of the above referenced patent application. We would greatly appreciate your cooperation in providing us with information regarding that development work.

Enclosed is a copy of an affidavit and exhibits. The affidavit demonstrates that the claimed invention was conceived and reduced to practice prior to a certain date.

Please review the affidavit and, if you agree with its contents, sign and date the affidavit. Please return the signed affidavit to me (in the envelope provided), by February 12, 2003, so that it can be filed with the U.S. Patent & Trademark Office.

Thanking you in advance for your cooperation.

If you have any questions or concerns, please feel free to call me.

Very truly yours,

A handwritten signature in cursive script, appearing to read "John C. Mears".  
John C. Mears  
President & CEO

/enclosures